Deputy Director of Information Technology

State of Tennessee
Department of Human Services

The Tennessee Department of Human Services (TDHS) is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Medicaid/TennCare, Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties.

TDHS is seeking to fill the position of the Deputy Director of Information Technology (DDIT). This position will be in the IT Division of the Division of Finance and Administration, Department of Human Services. The DDIT is an Executive IT Director level position within TDHS IT supervised by the TDHS Executive Director of Information Technology. The DDIT works closely with the TDHS Executive Director of Information Technology to implement department strategic goals. The DDIT is responsible for professional IT work of unusual difficulty and managerial/supervisory work of considerable difficulty. The position provides executive level direction for a full range of IT services for the department. IT is a large division with over 150+ IT staff deployed statewide.

Duties and Responsibilities

a) Coordinates the major functional areas of IT to support the accomplishment of the DHS Mission and Strategic and Operational Goals including:
   i) Information Management (Data Warehouse, Data Administration, Database Administration, Report Development Promulgation, Business Intelligence)
   ii) IT Governance, Planning and Continuous Improvement (IT Business Administration, Information Systems Planning, IT Financial Management, IT Supplier Management, Federal Advance Planning Document Updates, Service Level Management, IT Continuous Service Improvement)
   iii) IT Customer Service (Operation of the IT Customer Care Center, Regional IT Customer Care Representatives, IT Knowledge Management, Access Management, Customer Request Fulfillment, Problem Management, Event Management)
   iv) IT Operations and Maintenance (Production Control, Availability Management, Technical Management, Capacity Management, Service Continuity Management, Enterprise Services Monitoring and Support, Management Systems Support)
   v) Innovation and Solutions Development (Solution Definition, Solution Architecture, Solution Engineering, Solution Build & Test – Unit Test, Solution Validation & Testing – System & User Acceptance Testing, Application Management, Incident Management, Research & Development Planning)
   vi) Project Management (Service Portfolio Management, Release Management, Risk Management, Service Asset & Configuration Management, Quality Assurance, Project Support for DHS Lines of Businesses – Family Assistance, Child Support, Rehabilitation

Services, Office of General Counsel, Inspector General, Community Services, Child Care Services, Office of Learning and Professional Development)

b) Directs / Provides Executive Leadership for cross-functional programs to include:
   i) The Security Oversight Team
   ii) The DHS Enterprise Architecture Framework Program
   iii) The Information Technology Infrastructure Library (ITIL) IT Service Management Framework Program
   iv) The Capability Maturity Model Integrated (CMMI) Process Improvement Framework Program
   v) The Information Technology Professional Training and Certification Program
      (1) Executive Level Liaison / Support to include: DHS Executive and Principal Staff (Commissioner, Deputy Commissioners, Assistant Commissioners, General Counsel, Communications, Facilities, Human Resources, Risk Management, Customer Focused Government, Administrative Review) and other State IT-Agencies

c) Directs / Provides Executive Leadership for service and support a numerous disparate internal applications including:
   i) Legacy, mainframe based systems
   ii) Distributed systems in Java, using Oracle databases
   iii) Distributed systems in C#, using SQL Server databases

Qualifications

- Bachelor's degree in information technology, computer science, or similar field - Master's degree in the same is preferred
- A minimum of ten (10) years' experience leading a medium to large-sized IT organization including budgeting, operations, infrastructure, etc.
- A minimum of five to seven years' software development experience in an enterprise, client server environment
- Previous legacy, mainframe development experience in COBOL preferred
- Mainframe operations, managing contractors and vendors experience
- In depth and complete knowledge of all aspects of information technology
- Demonstrated ability to analyze and solve problems
- Exceptional writing and verbal skills, including presentation and public speaking skills

All interested candidates should submit a resume to:

Lisa Spencer
Assistant Commissioner – HR Operations and Organizational Performance
TN Department of Human Resources
505 Deaderick Street, 1st Floor
Nashville, TN 37243
lisa.spencer@tn.gov

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